Quality of Life Initiative "1-800 Family Assistance"

Aggie Byers (as delivered by Pam Crespi)
Quality of Life Office
ODUSD (Military Community & Family Policy)

Good for Troops, Good for Families, Good for Readiness

1-800 Family Assistance Features

- Assistance, information and referrals 24x7x365 via phone, e-mail or on-line
- Services designed to work for everyone
- Confidential
- Comprehensive array of prepaid educational materials (CDs, videos, tip sheets)
- 140+ languages simultaneously translated, TTY/TTD accessible, on-line accessible for low vision users needing assistive technologies
- Degreed, credentialed consultants
- Specialized research teams

Accessing 1-800 Family Assistance

TELEPHONE

- Toll-free CONUS #
- Toll-free OCONUS
  - Universal free phone
  - Collect Call
- TTY/TDD

ON-LINE

- http://www.militaryonesource.com
  - user id: specific to command
  - password: specific to command

1-800 Family Assistance Range of Support

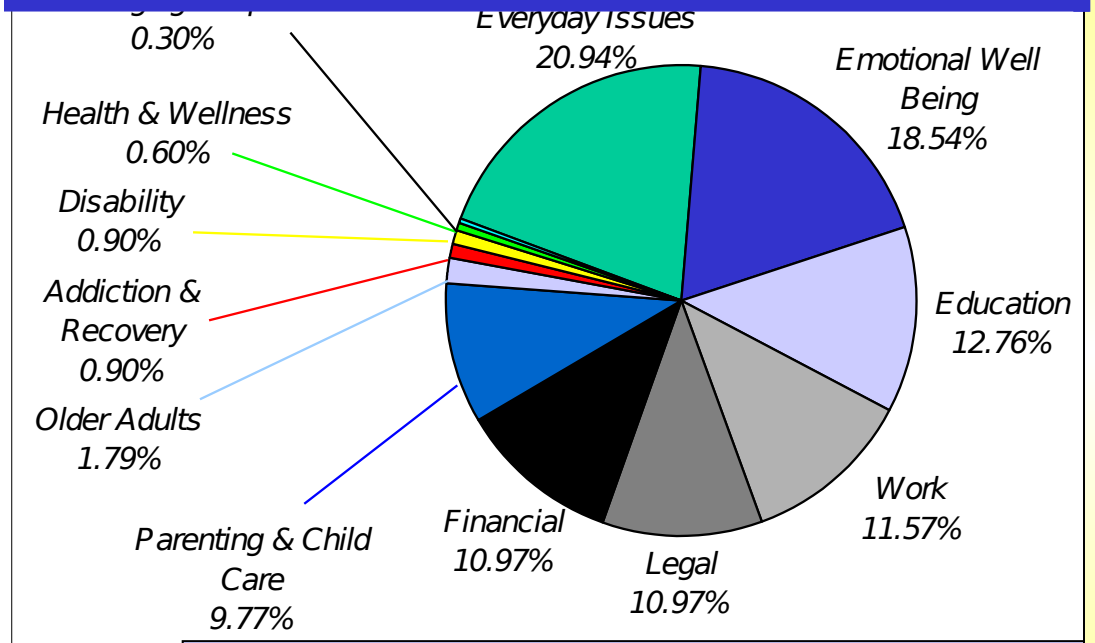
Relocation • Neighborhood Info • Relocation Stress • Spouse & Teen Employment	**Financial Matters** • Budgeting • Debt Management • Savings/Investing	**Legal Issues** • Family law • Elder Care law • Tenant/Landlord • Consumer
Education • K-12 Public & Private • Special Needs • College Search • Continuing Education	**Everyday Issues** • Research for Consumer Purchases, Time-Saving Needs, Home Repairs • Pet Care	**Family Support** • Child Care & Elder Care I & R • Adoption Assistance • Family Relationships
Emotional Well-Being (short term mental health) • Grief & loss • Depression, anxiety	**Addiction & Recovery** • Drug & Alcohol Abuse • Gambling Addiction • Eating Disorders	**Health & Wellness** • Fitness • Tobacco Cessation

BETTER SUPPORT FAMILIES

Transforming & Augmenting

Why People Call

(Service Members & Spouses as of Dec 02)



1-800 TOLL FREE & INTERNET

- 2/3rds Live Off-Base
- Reserve Families
- Domestic Violence Interventions
  - Safety Planning
  - Confidentiality

Over 300,000 currently served

- USMC (Active & Reserve) - US Command
-Fort Bragg - Pope AFB
-US Southern Command - US Special Operations Command

1-800 Family Assistance Benefits

- **For Service members and family members**
  - **Anytime, anywhere service**
  - **Broad spectrum of topics**
  - **Help with work-life balance**
- **For DoD**
  - **Uses available technology for program delivery**
  - **Cost effective with defined performance metrics**
  - **Enhanced personal and family readiness**
  - **Augments Family Services on-base (staff**

Marketing Key to Implementation

- **Visit to call center for installation POC to understand depth of service**
- **Command involvement**
- **Brochures, magnets, etc.**
- **Deployment events**

Marketing Tools

- 1-800 Family Assistance Branding
- Leadership – Briefs & Communications
- Place phone number on orders
- Spouses – Spouse Clubs, newsletters
- Singles
- Family and Community Services Program Personnel
- Web-links
- Brochures and magnets
- Newsletter input
- Monthly e-mail communications

Monthly Promotion Calendar

(sample from USMC)

January	General Service Overview
February	Summer Planning
March	Money and Budgets
April	Month of the Military Child
May	Relocation
June	Single Service Members
July	Safety
August	I Didn’t Know They Could Help With That!
September	School Success
October	Wellness
November	Family and Relationships
December	Overload

Program Manager Tools

- **Monthly reporting**
  - **Topics usage**
  - **User data (rank, status, on/off base housing, etc)**
- **Lessons learned (frequently asked questions data base (USMC))**
- **Customer satisfaction**
- **Annual Return on investment analysis**

Implementation Lessons Learned

- **Link Services to Readiness Mission**
- **Invest in Rollout & Ongoing Communications**
- **Military Command & Community Services Involvement = Increased Use**

QoL Accomplishments-2002

- Published the Social Compact, a strategic review of quality of life services
- Implemented demonstration program for 1-800 Family Assistance
- Increased the number of spaces available for child care by 5,000
- Supplemental funds provided to the Services for emergency and extended hours child care (care for mildly ill children, extended hours, etc)
- Developed a Contingency Crisis family assistance model
- Increased commissary average savings benefit to 30%
- Launched the Military Sentinel web site in partnership with the Federal Trade Commission
- Department has developed a digital bugle that sounds Taps
- Re-established the Troops-to-Teachers program
- Revised tuition assistance policy to provide for 100 percent of tuition costs, a credit cap of $250, and increasing each service member's limit to a raised ceiling of $4,500 per year.
- Partnered with the Department of Labor Department and the Department of Labor have to increase the opportunities for military spouse employment and education/training
- Initiated a study with RAND of military spouses to determine the impact of military spouse employment opportunities on retention
- Tested the Community Assessments for Youth
- Developed a financial literacy campaign

- Reduced class size in grades 1-3 in 94 schools
- Undertaken major projects to modernize and construct new DoDDS schools facilities at 12 installations
- Implemented full day kindergarten in 126 schools
- Continuing to grow the DoDEA Distance Learning Electronic School
- Entered into a collaborative effort with the University of Hawaii to develop on-line summer school courses in reading and mathematics
- Continued to support small DoDEA high schools with materials, training and resources in reading (specialists, lab materials, support classes)
- Distributed reading supplemental materials and assistive technology for high school students with mild to moderate special needs.
- Distributed $3.5M to eligible school districts in support of the districts' financial needs related to services provided to military dependent students with severe disabilities
- Sponsored convocation of local school district superintendents who manage schools that enroll a large population of military dependent students
- Hosted a Roundtable of students, parents, military commanders, state and local leaders in communities with large numbers of military children in civilian schools.

DoD must ensure that those who choose to serve their country will be able to adequately care for th